

*Embassy of the United States of America
Guatemala City, Guatemala*

Questions and Answers

Pre-Proposal Conference and Site Visit

Solicitation S-GT500-10-Q-0005

Rental of E-1, digital telephone lines and mobile telephone services

June 10, 2010 – 15:00 hours

US Embassy Guatemala - Auditorium

1. Is there a breakdown of minutes used by the US Embassy Guatemala and CDC?

Due to time frame for submission of offers, the US Embassy - Guatemala is able to provide breakdown of minutes information based on the last three months, for US Embassy - Guatemala and CDC.

US EMBASSY

MONTH	CALLS TO OTHER OPERATORS	CALLS OUTSIDE OF GUATEMALA CITY	LOCAL CALLS
MARCH	37,614	1,879	13,831
APRIL	38,224	1,687	13,287
MAY	38,237	1,791	13,628

CDC

MONTH	CALLS TO OTHER OPERATORS	CALLS OUTSIDE OF GUATEMALA CITY	LOCAL CALLS
MARCH	7,854	137	2,950
APRIL	9,054	102	2,417
MAY	8,693	206	3,204

2. Is there BES platform for Blackberries?

Department of State and CDC own their platform for Blackberries. If required, additional Blackberry licenses will be acquired.

3. Is the US Embassy - Guatemala aware of necessary change in telephone numbers?

Yes. The US Embassy - Guatemala will evaluate the impact of savings versus change requirements. However, option for keeping same numbers will be evaluated.

4. What currency should be used for proposal?

The proposal can be submitted in US Dollars or Quetzales. However, US Embassy - Guatemala official exchange rate will prevail at all times.

5. How proposal should be submitted?

Your proposal, to be considered complete, must be submitted in three volumes, containing the following:

- VOLUME I
 - Form SF-1449
 - Section 1 - The Schedule, up to page 17
- VOLUME II
 - Technical Proposal
 - Response to Section 3, A.1, A.2 and A.3
 - Response to Section 4 (d)
 - Business Management
 - Response to Continuation of Section 1 - The Schedule, pages 18 to 23
- VOLUME III
 - Response to Section 5 - Representations and Certifications

Documents must be in English language and you must provide this package in one original and two copies.

6. How to present Customer Service chart?

Offeror must provide as part of Business Management an escalation chart on how to resolve problems on 24/7 basis with the service.

7. Is there a restriction on Blackberry Equipment?

The Department of State is authorized to use Blackberry Bold 9000 and Blackberry Bold 9700 only as of date.

8. When is the awarded company expected to start providing the services?

The award of the contract has two steps. First step is to award the contract. Second step is to set a Work Plan with the Contractor and determine the initial date; the US Embassy - Guatemala will issue a Notice to Proceed which will state initiating date of services.

9. What type of E-1 is being used?

The E1 used is ISDN PRI.

10. What is the main purpose of use for the E1?

Voice. The DID are used as one for outgoing calls and individual DID for incoming calls.